#### **CMS**

# Bureau of Personnel Division of Technical Services & Agency Training and Development is proud to present our classes!



Anne McElroy, Deputy Director CMS/Bureau of Personnel Technical Services & Agency Training and Development Larry Plummer, Division Manager Bonnie Craig, Section Manager

#### CONDUCTING EFFECTIVE MEETINGS

Plan, Conduct, and Follow-up



During this one-day workshop, we will:

- · Discuss the benefits and consequences of meetings
- Explain the three-step process for conducting effective meetings
- Provide techniques and strategies to ensure productivity
- Write a meeting notice and agenda
- Conduct a mock meeting

Visit our website at www.state.il.us/cms/2\_servicese\_edu/ and click on the "Course Schedule" link for current class dates, times, and locations.

PLEASE BE AWARE THAT ALL ATTENDEES
WILL BE PARTICIPATING IN A ROLEPLAYING EXERCISE

Reserve your place for this workshop by contacting your training coordinator or faxing your registration form to:

Central Management Services Agency Training Section FAX # (217) 558-0048

Please note! Registration closes seven calendar days prior to each class. Because seating is limited, register early. Classes with less than ten registrants will be canceled.

## FIRST IMPRESSIONS

**Quality Customer Service** 



Providing quality customer service is key in establishing powerful, positive first impressions which enhance the services offered by our agencies. Employees involved in reception, telecommunications, or public relations will learn tips and techniques to improve their business etiquette and communication skills. During this three-hour session, we will apply tact and diplomacy to quality customer service techniques including:

- Relaying clear messages
- Accepting and screening calls
- Transferring calls
- Handling distressed customers

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Agency Training Section
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## INTERVIEW AND SELECTION

Hiring Criteria Definitions, Hiring Criteria Weights, & Interview Questions



During this training program, we will:

- Learn the structured interview process
- Discuss the legal issues concerning the interview process
- Conduct practice interviews
- Complete the Candidate Evaluation Form including the scoring process
- Review the Employment Decision Form

#### TIMES FOR EACH CLASS SESSION

DAY 1 – 1:00 to 4:30 DAY 2 – 8:30 to 4:30 DAY 3 – 8:30 to 1:00

You must obtain your personnel officer's signature on the registration form prior to registration for this course.

You must obtain the Interview and Selection manual from your personnel office. Please review the manual and bring it with you to class. CMS is not responsible for distributing manuals.

Reserve your place by contacting your personnel office. Because seating is limited, register early. If you have any questions, please contact us at (217) 524-8700.

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## REVIEW OF INTERVIEW AND SELECTION



If you are a CMS certified interviewer, you may wish to attend this training to review the techniques for interview and selection. During this one day program, we will:

- Review the process for conducting a structured interview
- Conduct a case study for an interview situation
- Provide opportunities for questions and discussion

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Please note! Bring your Interview & Selection manual.

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## UNLOCKING COMMUNICATION

Listen, Understand, Trust & Respect, Resolve, and Laugh



During this one-day workshop, we will discuss the proactive approach to communication such as:

- Emphasizing active listening and body language
- Ensuring we understand the message
- Building trust and respect
- Resolving conflict
- Creating an environment where laughter is welcome

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## LISTENING

Hearing With Thoughtful Attention



During this one-day workshop, we will discuss:

- Characteristics of a good listener
- Five steps to becoming an effective listener
- How to recognize bias, emotional language, inference, fact, and opinion
- How to note details, references, and main ideas
- Four types of listening

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## CONFLICT RESOLUTION



During this one day workshop we study the principles behind conflict in the workplace. Utilizing classroom lecture and exercises, we learn to:

- identify and define workplace conflict
- understand the root causes of conflict, and
- learn a variety of techniques to assist in avoiding and resolving conflicts.

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## PERFORMANCE EVALUATIONS

Purpose, Paperwork, and Process



The process of conducting employee performance evaluations does not have to be something we dread. Use this time as an opportunity to open lines of communication between you and your staff, to reflect on their progress and accomplishments, mentor in areas for improvement, and guide them in setting new goals. Learn to follow a structured process of record keeping, goal setting, coaching, and establishing open lines of communication. During this one-day workshop, we will discuss:

- Why we conduct performance evaluations
- Mow we perceive the process
- What paperwork to complete
- When, where, and how to complete each step of the process

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## Sexual Harassment What Is and Isn't Acceptable



Executive Order Number Sixteen (1999) prohibits sexual harassment and establishes a Model Policy to be implemented by agencies under the Governor's jurisdiction. It is the responsibility of all supervisors to ensure that their employees work in harassment-free environments.

**WHO SHOULD ATTEND:** Sexual harassment training is **mandatory** for all supervisors, Equal Employment Opportunity Officers, and any employee hired on or after December 18, 1992.

**EMPLOYEES WILL LEARN HOW TO,** recognize, avoid, and report sexual harassment.

The training is a one-time requirement and need not be repeated unless the employee's agency deems it necessary.

Reserve your place in any one of these sessions by faxing the registration form to:

Central Management Services Agency Training Section FAX: (217) 558-0048

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#### MAKE YOUR RESERVATIONS

**EARLY.** Please review the training schedule and make your selections quickly. Seating is limited and assigned on a first-come-first-serve basis.

Please do not encourage your employees to attend training if they are not registered.

## TIME MANAGEMENT

Assess and Manage



Do you wonder where all the time went at the end of the day? Do you work hard, but never get anything finished? Well, you're not alone. Come join others who feel the same way. Let us help you look at where your time is going now and redirect your workflow so you accomplish more of the things that are important to you. During this session, we will:

- Review how you currently manage your time
- ⊕ Focus on what you are doing right as well as the areas for improvement
- Determine your peak periods of activity and energy
- Write a personal mission statement and set goals and priorities
- ① Discuss the importance of organization and how to personalize it to fit your specific needs

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#### GRAMMAR REVIEW



During this one-day workshop, we will:

- · Review the basic parts of speech.
- Identify the most common grammatical errors and provide you with tips and rules to avoid them.
- Provide remedies for frequently made errors with improper word usage.
- Enable you to become your own grammar tutor by utilizing a basic four-step plan.

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## **PROOFREADING**

Proofread your writing to see if you any words out.



During this three-hour workshop, we will discuss:

- Advantages
- Tools
- Methods
- Proofreading marks
- Five-Step Process for Proofreading

#### All sessions are from 1-4

Reserve your place for this three-hour workshop by contacting your training coordinator or faxing your registration form to:

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#### THE KEYS TO WRITING

Words, Sentences, Paragraphs, and Tone



During this one-day workshop, we will discuss and apply the keys to writing successful letters, memos, and reports through:

- Words: clear, concise, complete, accurate, positive, and specific
- Sentences: variety, length, and effect
- Paragraphs: unity, length, and coherence
- Tone: confident, courteous, nondiscriminatory, YOU attitude, and readability levels

#### This course is a prerequisite to "The Writing Process" workshop.

Reserve your place for this workshop by contacting your training coordinator or faxing your registration form to:

> Central Management Services Agency Training Section FAX # (217) 558-0048

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## THE WRITING PROCESS

Planning, Drafting, Revising, Formatting, and Proofreading



During this one-day workshop, we will discuss:

- The Five-Step Writing Process
- Remedies for Writer's Block
- Formats for Letters and Memos
- Letter and Punctuation Styles
- How to Write Four Routine Messages

"The Keys to Writing" course is a prerequisite to this workshop.

Reserve your place for this workshop by contacting your training coordinator or faxing your registration form to:

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## Classification Training Level I

#### Writing Job Descriptions



During this one-day training session we will discuss:

- · Origins and elements of the classification program
- The CMS 104, its purpose and content
- Writing effective duty statements

Registration closes seven calendar days prior to each class. Because seating is limited, register early. Classes with less than ten registrants will be canceled. Reserve your place for this training by faxing your registration form to:

Central Management Services Agency Training Section FAX # (217) 558-0048

Visit our website at www.state.il.us/cms/2\_servicese\_edu/ and click on the "Course Schedule" link for current class dates, times, and locations.

#### **Central Management Services Registration Form**

If you have any special needs or requirements, please let us know and we will do our best to accommodate you.

#### **Participant Information**

Social Security #:

Title:	Supervisor:		
Agency:	·		
Work Address:	City:		ZIP:
Work Phone #:	Work Fax #:		•
E-mail address:			
Do you currently supervise staff?	YES	NO	
Training C	oordinator Inform	nation_	
Name:			
Address:		City:	ZIP:
Phone #:		Fax #:	
E-mail address:			
Course Title	<u>Date of Session</u> Please make <b>three</b> choices in preference order		
1 2 3	·	•	

We will make every effort to schedule you based on your preference order; however, if the sessions you select are full, you will be scheduled into the next available session.

You must obtain your personnel officer's signature prior to registering for Interview and Selection Training.

Personnel Officer Name Signature Date

COMPLETE ONE REGISTRATION FORM FOR EACH PARTICIPANT AND EACH CLASS

Fax or mail your completed registration form to:
Agency Training Section
500 Stratton Building, Springfield, Illinois 62706

Fax: (217) 558-0048 Phone: (217) 524-8700

Please visit our website for current training information and registration forms www.state.il.us/cms/2 servicese edu/

(Please print)

Name:

#### CENTRAL MANAGEMENT SERVICES

## LUNCH & LEARN

#### LUNCH & LEARN TOPICS

- Business Writing
- Dealing with Challenging Employees
- Effective Communications
- Diversity
- Identity Theft Prevention
- Illinois State Library Resources
- Interviewing Skills
- Managing Change
- Motivating Employees
- Performance Appraisal
- Sexual Harassment(2 part series)
- Stress Management
- Team Building
- Time Management
- Workplace Safety
- Preventing and Defusing Violence

We realize that although supervisors and managers have a strong desire to continue their education, their schedules do not always allow them to be out of the office for extended periods of time. With this in mind, Central Management Services has designed the *Lunch & Learn Program*. Each month, seasoned and aspiring managers and supervisors are invited to join us for informational sessions on a variety of personnel related topics. Broadcast from the Capital City Center in Springfield to up to 30 sites throughout the state of Illinois via videoconferencing, this unique method of dissemination allows for participants to bring and enjoy a leisurely lunch and learn at the same time.

Please contact the personnel office within your agency for videoconferencing capabilities and availability.

#### CENTRAL MANAGEMENT SERVICES

401 South Spring Street 500 Stratton Building Springfield, IL 62706

Phone: 217-524-8700 Fax: 217-558-0048 www.state.il.us/cms/2\_servicese\_edu/

#### Lunch & Learn Course Schedule & Registration Form

Name:	ocial Security #:	
Job Title:	Supervisor:	
Agency:	Division:	
Work Address:	City: Zip:	
Work Phone #:	Work Fax #:	
E-mail address:		
Do you currently supervise staff? Yes	No	
Please indicate site preference: Host site (Capital City Center, S		
Please place a check in front of	the session(s) you wish to attend	
Session Title	Date of Broadcast	
Stress, Its Causes and Cures	January 4, 2006	
Peak Performance, Combating the Effect of Stress on Your Body	ts February 1, 2006	
Identity Theft Prevention	March 8, 2006	
Illinois State Library	April 5, 2006	
Sexual Harassment Prevention (Part I)	May 3, 2006	
Sexual Harassment Prevention (Part II)	June 7, 2006	
Team Building	August 2, 2006	
Time Management	September 6, 2006	
Workplace Safety	October 4, 2006	
Business Writing	November 1, 2006	

Fax or mail your completed registration form to:
Agency Training and Development
500 Stratton Building, Springfield, Illinois 62706
Fax: (217) 558-0048 Phone: (217) 524-8700

Please visit our website for updated training information and registration forms http://www.state.il.us/cms/2\_servicese\_edu/